



Waterton
Community Manager
Role Description

Department:	Community Clerical	Created/Revised Date:	May 2019
Division:	Waterton Residential	FLSA Designation:	Exempt
Reports to:	Regional Manager	Location:	Field
Position Purpose:	Oversee all facets of the community's operations to achieve occupancy and income goals while adhering to all Waterton Residential policies, applicable laws and ordinances including Fair Housing and Equal Employment laws. Ensure the community is maintained in a manner consistent with established standards and objectives.		
Essential Functions:	<ul style="list-style-type: none"> • Lead, schedule, coordinate and supervise all associates/departments within community. Responsible for all aspects of employment cycle- recruitment, selection, hiring, orientation, training and development, performance management and coaching in accordance with company policy and procedure. Ensure adequate/appropriate staffing. • Prepare, implement and meet the annual operating and capital budgets/forecasts for the community. Complete required reports including weekly, monthly, quarterly leasing, variance and capital reporting. • Analyze performance and market trends to develop and implement a monthly marketing plan. Maintain detailed knowledge of market and sub-market through networks established/maintained with significant competitors. Establish monthly leasing goals in order to achieve budgeted occupancy levels. • Organize and promote on-going resident retention programs to minimize turnover and promote resident satisfaction. • Oversee Accounts Receivable ensuring rents and all other applicable fees are billed and collected. Ensure that collection and demand notices are generated, delivered and/or posted as required by local laws. Oversee eviction process. • Oversee and/or administer the lease renewal program. Ensure proper notification and documentation. • Monitor resident selection criteria in accordance with federal and state regulations. Adhere to all local and state laws, including all laws governing Fair Housing. Ensure compliance with all applicable ADA (Americans with Disabilities Act), and Section 504 (FHAA) regulations. • Develop, execute/monitor and document preventive maintenance schedules. • Identify capital improvements and obtain required estimates/bids. • Obtain required estimates/bids for all contract service. Oversee outside contractors and vendors to ensure appropriate response time and workmanship. • Ensure compliance with the company's Safety Program. Maintain a secure and accurate procedure for key control. 		
Basic Business Acumen:			

	<ul style="list-style-type: none"> • Perform regular property inspections to ensure compliance with established standards regarding the grounds, risk management, safety, cleanliness, and general appearance. • Comply with company policies and procedures, including standards of performance (SOP). • Establish and maintain good relations with residents, prospective residents, vendors and co-workers. Communicate in a courteous and professional manner at all times. • Report to work on time, well-groomed and professionally dressed. • Must have regular, reasonable and predictable attendance.
Other Responsibilities	<ul style="list-style-type: none"> • Perform leasing and Assistant Community Manager duties during times of unfilled positions or as necessary. • Generate Accident/Incident Reports in the event of an accident with a resident, guest, outside vendor, or employee. These reports cover theft, vandalism, property damage, personal injury, etc. • Administer petty cash. • Perform all reasonable duties as assigned by Regional Manager or corporate associates.
Minimum Qualifications & Experience	<ul style="list-style-type: none"> • High School Diploma or equivalent. • A minimum of two (2) years property management experience and one year leadership experience or equivalent. • Excellent customer service skills while maintaining the highest standards of professionalism. • Strong verbal and written communication skills. • Demonstrated experience in sales and marketing, increasing sales revenues, and advertising and marketing campaigns. • Excellent understanding of accounting practices and procedures. • Prior work experience with property and database management software and proficient knowledge of • Microsoft Outlook, Excel and Word. • May be required to possess a valid driver’s license to drive a company vehicle. • Must have real estate license or obtain within 120 days of employment if required by state law.
Other:	<p>Regular attendance in conformance with the standards, which may be established from time to time, is essential to the successful performance of this position.</p> <p>Due to the cyclical nature of the industry, associates may be required to work varying schedules to reflect the business needs. In addition, attendance at all scheduled training sessions and meetings is required.</p> <p>PHYSICAL AND VISUAL ACTIVITIES <i>Physical and visual activities commonly associated* with the performance of the functions of this job.</i></p> <p>Standing, walking, sitting, lifting, carrying, pushing, pulling, climbing, balancing, stooping, kneeling, crouching, crawling, reaching, handling, fingering, feeling, talking, hearing, visual acuity, near, far, depth perception.</p>

	<p>ENVIRONMENTAL/ATMOSPHERIC CONDITIONS <i>Environmental/atmospheric conditions commonly associated* with the performance of this job.</i></p> <p>Usual office environmental conditions, indoor and outdoor conditions.</p> <p>PHYSICAL DEMANDS <i>Physical demands commonly associated* with the performance of the functions of this job.</i></p> <p>Lifting up to 20 pounds.</p>
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This role description is not an exclusive or exhaustive list of all job functions that an associate in this position may be asked to perform from time to time.

** "Commonly associated" is not intended to mean always or only. There may be different experiences that suggest other ways or circumstances where reasonable changes or accommodations are appropriate. The statements herein are intended to describe the general nature and level of work being performed by associates, and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.*

All requirements are open to possible modification to reasonably accommodate individuals with disabilities.

I have received a copy of this Role Description and I understand the requirements/responsibilities set within. Should I have any questions or concerns, I will direct them to my Manager or Human Resources.

Print Associate Name

Date

Signature